

In the claims:

All of the claims standing for examination are presented below. Claims 21-28 are canceled and new claims 29-36 are presented in this response.

Claims 1-28 (canceled)

29. (Currently amended) A method for assigning tasks to agents in a service center based on an agent skill set required to service individual tasks, comprising;

 in response to a task being prepared for service, determining the skill set that would be best suited for responding to the task,

 building a resume table of available agents, wherein the resume table is organized by skill sets that include all skills possessed by the agent;

 determining from the resume table of available agents all agents with the best match to service the task;

 selecting an agent to service the task from the agents determined to have the best match to service the task remaining in contention.

30. (Previously presented) The method of claim 29 wherein the selecting step further comprises;

 selecting an agent with a minimum qualification level from among the agents remaining in contention

31. (Currently amended) Apparatus for assigning tasks to agents in a service center based on an agent skill set required to service individual tasks, comprising;

 means for determining the skill set that would be best suited for responding to the task in response to the task being prepared for service;

 means for building a resume table of available agents, wherein the resume table is organized by skill sets that include all skills possessed by the agent;

means for determining from the resume table of available agents all agents with the best match to service the task;

means for selecting an agent to service the task from the agents determined to have the best match to service the task remaining in contention.

32. (Previously presented) The apparatus of claim 31 wherein the selecting means further comprises;

means for selecting an agent with a minimum qualification level from among the agents remaining in contention.

33. (Currently amended) Computer program code embodied in a storage medium for controlling a computer to assign tasks to agents in a service center based on agent skills required to service individual tasks, the program code comprising;

a first code for determining the skill set that would be best suited for responding to the task in response to a task being prepared for service;

a second code for building a resume table of available agents, wherein the resume table is organized by skill sets that include all skills possessed by the agent;

a third code for determining from the resume table of available agents all agents with the best match to service the task; and

a fourth code for selecting an agent to service the task from the agents determined to have the best match to service the task remaining in contention.

34. (Previously presented) The program code of claim 33 wherein the fourth code segment further comprises;

a fifth code segment for selecting an agent with a minimum qualification level from the agents remaining in contention.

35. (Currently amended) Program code embodied in a carrier wave for controlling a computer to assign tasks to agents in a service center based on an agent skill set required to service individual tasks, the program code comprising;

a first code segment responsive to a task being prepared for service for determining the skill set that would be best suited for responding to the task;

a second code set for building a resume table of available agents, wherein the resume table is organized by skill sets that include all skills possessed by the agent;

a third code set for determining from the resume table of available agents all agents with the best match to service the task;

a fourth code set for selecting an agent to service the task from the agents determined to have the best match to service the task remaining in contention.

36. (Previously presented) The program code of claim 35 wherein the fourth code segment further comprises;

a fifth code segment for selecting an agent with a minimum qualification level from the agents remaining in contention.